

As mentioned in the previous warden message and ACS news letter, the ACS Section will be implementing changes which will enable us to work more efficiently to meet the demand from the American community for citizenship services while continuing to ensure that each case receives the highest level of attention and care. One of our aims is to minimize the amount of time those utilizing our services spend in our waiting room. These and future changes will further our goal to provide efficient and professional service while maintaining the integrity of our processes.

- **New Public Hours**

Our morning hours will remain the same, Monday-Friday 8:30AM-12:00PM. Our afternoon hours will change to 1:30PM-3:00PM, Monday-Wednesday and Friday. We will be closed to the public on Thursday afternoons. These hours will take effect from Monday, April 20, 2009. **The Consular Section is CLOSED** on Singapore and American holidays. Occasionally, the Consular Section may also close for administrative and training days. For scheduled closure dates, please click [here](#).

- **Pass-back Time for All Passport and Report of Birth Services**

Passports and Consular Reports of Birth Abroad will now be available for pickup only from 3:00-3:30PM on Monday-Friday. This should help ease congestion in the waiting room and contribute to a shorter trip to the Embassy. This change is effective immediately.

- **Additional Visa Pages**

Passport pages will be ready on the day after the application is submitted to ACS. Visa pages can be added to a US passport by dropping off the passport at the American Citizen Services section during our public hours. The process usually takes one day and is free of charge. At the time of submission we will tell you when to pick up your passport. This change in operations is effective immediately. For more information, please go to http://singapore.usembassy.gov/add_extra_visa_pages.html.

- **Appointment System for Passport Applications for Minors (children under 16 years of age)**

Passport applications for minors (children under 16 years of age) will no longer be accepted on a walk-in basis from April 20, 2009. To renew a minor's passport you must make an online appointment prior to coming to the Embassy. This online appointment system will minimize the time both parents and the child spend in the Embassy.

Please review the application information on the following webpage carefully and gather the required supporting documentation:

http://singapore.usembassy.gov/applicants_age_below_16.html. Once you are prepared to submit a complete application, with all supporting documents and forms, please make

your appointment from the link on the information webpage. You will need to select the button labeled, "Passport services other than adding pages," and then follow the instructions to reserve an appointment for a minor passport renewal.

- **ACS Appointment System**

All services other than passport applications for minors and Reports of Births Abroad will continue to be available on a walk-in basis until further notice. Our appointment portal, however, currently shows the whole range of passport and documentary services. At this time if a service other than Report of Birth of Abroad or "Passport services other than adding pages" is selected, you will be guided to a nonfunctional webpage and be forced to use your "back" button to navigate back to the "Choose Service(s)" page.

To make and/or cancel an appointment, [please click here](#).

- **Document photocopies**

For all services, please submit photocopies of all the original documents accompanying any submitted application, including the photo page in your passport. This is particularly important to facilitate shorter wait-times. This change is effective immediately.